

Asheville-Buncombe Homeless Coalition
Meeting Minutes
January 6, 2009

PRESENT

Brian Alexander, Allison Haberfield, Hillary Bolter, Mae Creadick, John Gernandt, Sue Hollifield, Rich Munger, Laura Willis, Stan Vincent, Emily Walters, Paul Conklin, Jonthan Starrell, Mae Creadick, Meredith Hammond, Gordon Smith, Veronica Llovera, Richard Leatherman, Amy Sawyer.

AGENDA ITEMS	DISCUSSION	ACTION	RESPONSIBLE PARTY	TARGET DATE
Welcome and introductions	Brian Alexander, Co-Chair welcomed the members to coalition meeting. Everyone around the table introduced themselves.	N/A	N/A	N/A
Review and approval of Minutes	The minutes were sent out electronically prior to the meeting. No corrections were identified. By group consensus, the minutes were approved.	Minutes were passed unanimously.	N/A	N/A
Agency Updates	<ul style="list-style-type: none"> Ham Fuller will be the new Vicar for the Church of the Advocate located at 16 Church St. 	N/A	N/A	N/A
	<ul style="list-style-type: none"> Tom Rightmyer has been hired by Census 	N/A	N/A	N/A
	<ul style="list-style-type: none"> Allison Haberfield will be vacating the Coalition Co-Chair position. 	N/A	N/A	N/A
New Business/ Presentations	<ul style="list-style-type: none"> A vote was taken on nominations to fill the vacant Coalition Co-Chair position. 	Richard Leatherman was nominated to the position.	Richard Leatherman	1-6-09

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	<ul style="list-style-type: none"> • Amy Sawyer handed out information on current HMIS users and data reports. These are also available on line. The bed utilization percent is a reflection of under reporting. Two, the point in time count completed on Jan 28, 2008 results were reviewed. There will be a training on how to completed the PIT count held Jan. 26@9:30 at City Hall 5th floor. Three, SOARS to access SSD quickly trainings are offered across the state. Pisgah Legal Services is the lead agency in our area. Robin Jacobs is the point of contact number 253-0406. • Brian Alexander gave over view of State Holder meeting and referred to the focus groups in put and feed back at that meeting. Hand outs from that meeting were reviewed by the coalition. The coalition then divided into work groups. Minutes from each group will be attached. 	N/A	N/A	N/A
		N/A	N/A	N/A

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Next Meeting	The next coalition meeting will take place on February 3@12:30 at DSS.	N/A	N/A	N/A

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AGENDA ITEMS	DISCUSSION	ACTION	RESPONSIBLE PARTY	TARGET DATE
Welcome and introductions	Brian Alexander, welcomed the members to coalition meeting. Everyone around the table introduced themselves.	N/A	N/A	N/A
Review and approval of Minutes	The minutes were sent out electronically prior to the meeting. No corrections were identified. By group consensus, the minutes were approved.	Minutes were passed unanimously.	N/A	N/A
Agency Updates And New Business	<ul style="list-style-type: none"> Barry Dean from FIRST program announced they will begin accepting women and children into the program Summer or early Fall. He also announced two BSW interns from Warren Wilson College are at FIRST currently, and introduced one. 	N/A	N/A	N/A
	<ul style="list-style-type: none"> Moss Bliss, Asheville Homeless Network, announced that he has spent some of money donated, recently helped veteran with housing deposit to move in. He also announced completion of Peer Support Specialist training and displayed certificate. 	N/A	N/A	N/A
	<ul style="list-style-type: none"> Cheryl Wilson introduced herself as filling in as director of ABCCM Steadfast House. Carlile Stewart, LCP in private practice, announced he is available to provide therapy on a donation basis, or in the form of exchange/gifts. He expressed interest in working with folks who are experiencing homelessness, and can be contacted at #337-1805. "Is Home Where the Heart Is" training at MAHEC on February 20th was announced and flyer passed around. 	N/A	N/A	N/A

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	<ul style="list-style-type: none"> • Discussion around homeless persons memorial service held last month. Members reported 60 or so attended service to honor 20 homeless individuals who died in our community in the past year. Moss commented on poor turnout and Christian nature of ceremony. Discussion ensued about how things could be done differently next year. • Amy Sawyer requested specific feedback on use of HMIS. Amy reported she or any of her staff are available for feedback and troubleshooting. Amy handed out monthly HMIS report (attached), reviewed numbers and continued to encourage use of HMIS as there continues to be under-reporting of numbers. Discussion ensued. Training will be offered in March. • Amy Sawyer announced Point in Time Count occurred last week. She is awaiting reports back from agencies and should have numbers at next Coalition meeting. Asked group for feedback regarding barriers ahead of time to plan for next count. • A 2/20/2009 Training entitled "Home is Where the Heart is?" was announced. Flyer attached. 			
Breakout sessions	Please see below for action group notes.	N/A	N/A	N/A
Next Meeting	The next coalition meeting will take place at the annual stakeholders meeting on March 3 rd .	N/A	N/A	N/A

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Action Group Notes: HOUSING GROUP

Discussion:

Laurie and Rich O. are developing a housing training for Mental Health Providers. There are a lot of case managers to educate. The Housing Group provides a way to network. Letters have been mailed.

Goal: increase advocacy with property management and landlords. Currently, there are sometimes no explanations for credit denied. State advocacy needed to change requirements.

Goal: Decriminalize homelessness – negative articles have appeared in the paper recently. Homeless Service agencies (ABCCM/A-HOPE) help address panhandling issues. Article on Point in Time Count, positive article on Spare Change for Real change in Mtn. X were positive.

Action Steps:

Action Item	Who is responsible?	Time Line
<ul style="list-style-type: none"> • Train case managers on how to access housing – goal: complete 6 trainings in the next year (3 in Asheville) • Get members of the Coalition, including On Track to speak at the trainings and give information. • Gather information on predictors of successful tenancy at landlord training – seek info and bring up issues. • Keep track of denials and discuss quarterly • Mailings to property management re: credit • Utilize reasonable accommodations guide • Advocate for appeals • Pisgah legal can assist with reasonable accommodations & credit issues • Help applicants work on credit, refer to on track • Link on Homeless Initiative website to credit assistance. • Distribute flyers in WNCCHS, A-HOPE, ABCCM, the Library • A SOAR worker could initiate credit help referrals • Leslie Torgow - officer, attempts first to mediate. Police officers are trying to gather data so it can then be shared with other people. • E-Mail Brian negative articles and encourage Homeless Coalition group members to write back when negative press comes out. • Encourage clients to share negative stories. • When video is done, Leslie will send it out internally at the city. 	Laurie and Rich O.	2009
	Homeless Coalition	2009
	Stan	2009
	Homeless Coalition Housing Group	Quarterly
	Mae	Ongoing
	Homeless Coalition	Ongoing
	Amy	February
	Emily	
	SOAR Workers	
	Leslie, Amy, Emily	
	Homeless Coalition Members	Ongoing
	Homeless Coalition members	

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Action Group Notes: DISCHARGE/MEDICAL GROUP

Discussion:

- AmeriCorps*VISTA workers – two are in a proposed Buncombe County Budget per Rich Munger. Additionally, there is a request for a SOAR caseworker. There is no need to advocate further for these funds. They are not yet passes, but will be w/in a few months. Hiring would take the time, would need to find the right person through the AmeriCorps program. The workers would focus on SOAR, HMIS, Special Events, Community Education, staffing the Homeless Coalition.
- Planning meetings between homeless outreach workers and discharge staff. There is a jail coordinating meeting that meets monthly. Includes jail staff, judicial staff, the public defender. Rich will ask at the next meeting if homeless outreach workers could meet the group and share what they do & vice versa.
- Pisgah Legal “HEALS” project has Pisgah Legal attorneys available to discharge workers at mission for issues that arise with clients.
- The group needs to develop a clear statement of what is working with discharge, and what isn't.

Action Steps:

Action Item	Who is Responsible?	Timeline
<ul style="list-style-type: none"> • Look at what the process is to work with AmeriCorps • Coordinate a meeting between the Jail Coordinating committee and homeless providers. Invite: WCRM, ABCCM Crisis Ministries, Homeward Bound, Salvation Army • Keep meetings between Mission and front-line homeless workers going throughout the year. • Meet w/Mission to develop protocol for determining housing status. • Create a community protocol for discharge to present to institutions including the hospital and jail. • Recommend to the committee that they make a long-term connection with the hospital – need direction from decision makers w/in the hospital to form a strong partnership. 	<p>Amy</p> <p>Rich Munger will present idea at next coordinating meeting.</p> <p>Discharge/Medical Group</p> <p>Amy & Brian</p> <p>Discharge/Medical Group</p>	<p>June</p> <p>March</p> <p>2009 2009</p>

Asheville-Buncombe MONTHLY HMIS DATA REPORT: February 2009

Agencies currently signed up to use HMIS:

Asheville Buncombe Community Christian Ministries
Buncombe County DSS
Homeward Bound of Asheville
Pisgah Legal Services
Salvation Army-Asheville
Western Highlands PATH
Western NC Community Health Services

Agencies currently using HMIS:

Asheville Buncombe Community Christian Ministries
Homeward Bound of Asheville
Pisgah Legal Services
Salvation Army-Asheville
Western Highlands PATH
Western NC Community Health Services

Agencies currently signing a contract to use HMIS

Asheville Housing Authority
On Track

November 2008	December 2008	Percent change from prior month	Improvement?
Total number of clients enrolled in HMIS*BEFORE 01/01/2008 that still have open cases:			
498	447	10% reduction	YES
Total number of clients enrolled in HMIS* since 01/01/2008:			
1529	1767	16% increase	YES
Percent of those clients that have complete HUD elements recorded:			
45%	59%	31% increase	YES
Total Number of clients enrolled in HMIS* for the month:			
130	238	83% increase	YES
Total number of clients sheltered on:			
11/26/2008 228	12/31/2008 239	.05% increase	YES
Average bed utilization rate on:			
11/26/2008 40%	12/31/2008 41%	.03% increase	YES

* Note: These figures do not yet include data from the Housing Support Team and PATH Program.

HMIS, the Homeless Management Information System, is operated by CHIN, a program of the North Carolina Affordable Housing Coalition. www.nchomeless.org

Asheville-Buncombe
**HOMELESS
INITIATIVE**
Contact: Amy Sawyer,
asawyer@ashevillenc.gov
828.259.5851



Friday, February 20, 2009

Date, Time & Place

Date: Friday, February 20, 2009

Time: Registration: 8:30 am - 9:00 am
Program: 9:00 am - 4:30 pm

Place: MAHEC

Fee: \$55.00
\$49.00 per person when a group of 5 or more from the same agency registers at the same time

Audience

Mental health professionals including substance abuse counselors, social workers, psychologists, marriage and family therapists, school counselors and other professionals interested in this subject.

Description

During the course of a year, over 2,000 men, women and children accessed homeless services in Buncombe County. On one day, 558 people were counted as homeless in Buncombe County, including 50 children as reported by Homeward Bound. Understanding the best way to support and link individuals and families who are homeless takes compassion, training and knowledge. Adults and children who are homeless are at risk of going hungry, experiencing trauma, grieving loss, and coping with rejection in the midst of the chaos of not having housing. Just as untreated mental health issues, untreated addictive disorders can cause homelessness. Homelessness also increases the likelihood someone will experience mental health and substance abuse problems. Presenters will discuss how to address these issues, dispel myths and educate participants about ways to treat and link homeless clients to services in Western North Carolina.

Objectives

Upon completion of this activity, the participant should be able to:

- Understand the facts of homelessness and dispel myths
- Recognize the stressors of homelessness and how to respond effectively including treating addictive and mental health disorders
- Identify special issues and concerns related to children school age who are homeless
- Understand the services available for veterans and what factors lead to homelessness for this population
- Access community resources and link consumers to available support systems

Faculty

Amy Sawyer
Homeless Initiative

Hillary Bolter
HUD - VASH Program Coordinator

Amanda Thomas
Assistant Director
Homeward Bound

Moss Bliss
Asheville Homeless Network

Rob Curtis
Director of Student Support Services
Henderson County Public Schools

Laurie Tollman, MSW, PLCSW
Western Highlands LME

Michael Woods
Western Carolina Rescue Ministries

Richard Munger, PhD, EdS
Planner and Evaluator
Buncombe County Human Services

Laura Willis, CSW
Housing Specialist
Western Highlands Network LME

Sponsored by:



"Part of the North Carolina AHEC Program"

In collaboration with:



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Agenda

- 9:00 Introduction - The Asheville Buncombe 10 Year Plan to End Homelessness
Amy Sawyer
- 9:30 Understanding Homelessness and How to Respond Effectively
Amanda Thomas
- 10:30 Break
- 10:45 Asheville Homeless Network Q & A
Mass Bliss and panel
- 11:15 Working with School Age Children who are Homeless
Rob Curtis
- 11:45 Q & A for AM presenters
- 12:00 Lunch (provided)
- 1:00 Working with FBOs to Address Homelessness
Michael Woods
- 1:45 Special Considerations for Working with Veterans
Hillary Bolter
- 2:15 Break
- 2:30 Using the Sequential Intercept Model as a Tool to Serve Homeless Persons
Rich Manger
- 3:30 Panel Presentation on Supportive Housing
Earlier presenters plus Laurie Tolman and Laura Willis
- 4:30 Evaluation and Adjourn

Credit

MAHEC is a Provider approved by NAADAC Approved Education Provider Program. Provider #647. Full attendance is required. Partial credit will not be issued for partial attendance. 6.0 hours

Application has been made for 6.0 hours of "Substance Abuse Specific" credit from the North Carolina Substance Abuse Professional Certification Board.

MAHEC designates this continuing education activity as meeting the criteria for .6 CEUs as established by the National Task Force on the Continuing Education Unit. You must attend the entire workshop to receive CEUs.

MAHEC is recognized by the National Board of Certified Counselors to offer continuing education for National Certified Counselors. We adhere to NBCC Continuing Education Guidelines (Provider #5514). 6 hours.

Psychologists: MAHEC is recognized by the North Carolina Psychology Board as an approved provider of Category A Continuing Education for North Carolina Licensed Psychologists. 6 hours.

Registration

Early Registration Deadline: February 13, 2009

Registration fee is \$55.00 and includes administrative costs, educational materials, lunch, and refreshments. If registration is received after the deadline, the registration fee will be \$70.00.

Refund requests will be honored if received in our office in writing up to two full business days prior to the program date. If you do not cancel within the allowed time and you do not attend the class, you will be invoiced for the entire workshop fee. You may send a substitute. Please notify us of this change prior to the program.

Registration fees for MAHEC programs are due on or before the program date unless your organization is paying the fee as authorized by your supervisor on the registration form.

Is Home Where the Heart Is?

Name _____

Credentials _____

Social Security #XXX-XX-____ (last 4 digits required)

Occupation _____

Email Address _____

Home Address _____

City _____ State _____ Zip _____

Home County _____

Home # _____ Work # _____

Employer _____

Department _____

Employer's Address _____

City _____ State _____ Zip _____

Work County _____

Brochures go to ☐ home ☐ email

☐ Please remove my name from the MAHEC mailing list.

☐ Vegetarian lunch requested.

Registration Fee:

Friday, February 20, 2009 #09MH071/25795

- ☐ \$55 if you register by February 13th
- ☐ \$70 after February 13th

Group ☐ \$49 each if 5 or more from the same agency register at the same time by February 13th

Rate! ☐ \$54 each if 5 or more from the same agency register at the same time after February 13th

- ☐ Check is enclosed ☐ Credit card info provided
- ☐ Employer will mail fee (fax registration now!)

Supervisor's authorization _____
(Required only if employer is paying.)

Charge my: ☐ Visa ☐ Mastercard

☐ Discover Card ☐ American Express

Account # _____

Exp _____ Name on Card _____

Make check payable to MAHEC and send to:
MAHEC Registration, 501 Biltmore Avenue
Asheville, NC 28801-4686 or Fax to 828-257-4768

Directions will be included with your confirmation letter
or visit www.mahec.net

Have a question?

Registration information: 828-257-4475

Want to register?

Fax Registration: 828-257-4768

Online Registration: www.mahec.net

Mail: MAHEC Registration

501 Biltmore Ave., Asheville, NC 28801

Special Services: 828-257-4481



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AGENDA ITEMS	DISCUSSION	ACTION	RESPONSIBLE PARTY	TARGET DATE
Welcome and introductions	Brian Alexander, welcomed the members to coalition meeting. Everyone around the table introduced themselves.	N/A	N/A	N/A
Review and approval of Minutes	The minutes were sent out electronically prior to the meeting. No corrections were identified. By group consensus, the minutes were approved.	Minutes were passed unanimously.	N/A	N/A
Agency Updates And New Business	<ul style="list-style-type: none"> Pisgah Legal Aid is moving this Friday to 62 A Charlotte Street Asheville, NC 28801 Telephone number: 828-253-0406 	N/A	N/A	N/A
	<ul style="list-style-type: none"> Homeward Bound has taken over the PATH Program that provides out reach services to homeless persons. 			
	<ul style="list-style-type: none"> Mae Creadick reported that Bill Barnes, attorney for Partnership Property Management, is open to working with persons denied housing due to credit problems. It is possible that On Track may be able to provide a certificate after people work through a credit repair program. Referrals should be made to Pisgah Legal Services. 	If clients have a credit background issue, refer them to Pisgah.	Coalition members	Ongoing
	<ul style="list-style-type: none"> Amy Sawyer reported on the point in time results. A full report will be provided to the coalition. 555 total persons were counted. 115 of this number were chronic homeless. HMIS showed a 48% increase in Point in Time utilization. Amy recommends that individuals contact her that want to participate in HMIS training. See attachment A, p.4 	Contact Amy Sawyer to participate in HMIS	Agencies serving people experiencing homelessness	Ongoing
	<ul style="list-style-type: none"> Tenants with the Homeward Bound Housing Support Teams showed a 34% REDUCTION in emergency services use, supporting national outcomes for housing first programs. 74 individuals accessed the program, with a retention rate of 91%. The full report is included with these notes. This report indicates that there is a cost saving to community resources as a result of support team interventions. See Attachment B, p.5 	Read the HST Interim Report & share the report with interested parties	Coalition Members	April, 2009
Focus Groups Breakout sessions	The Housing and Services groups discussed goals and action steps. Please see below for notes.	N/A	N/A	N/A
Next Meeting	DSS, 40 Coxe Ave, Asheville NC: April 7@12:30pm	N/A	N/A	4/7@12:30

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Action Group Notes: HOUSING GROUP		
<p>Discussion:</p> <p><u>Credit problems</u> – group discussed credit issues, property management denials, letters of release. Pisgah can help people who have been denied housing & On Track can help people repair credit and through the Home Base program, access comprehensive services and rent deposit payments.</p> <p><u>“Bad” Landlords</u> – what can be done when a landlord isn’t holding up their end of the bargain? Pisgah Legal has a list of landlords that have had a lot of cases brought against them, but each case is complex.</p> <p><u>Housing in Community</u> – discussion of safe housing & safe neighborhoods. There are over 100 vacancies in public housing. The Housing Choice Program (Section 8) is working for faster turnover and may be accepting applications by the summer. For surrounding counties, Madison County is the contact for Housing Choice – they oversee a few counties programs. Henderson County has two Housing Authorities. WNCAA oversees Housing Choice & Public Housing in Transylvania county. They also do housing services outside of public housing for Transylvania, Henderson, and Madison counties. There may be a preference for county residents in these programs, but it is not a requirement to access housing.</p> <p><u>Housing Deposits</u> – PATH assists w/deposits for their clients, On track provides deposits for their clients after completion of the program, EBLEN and DSS emergency assistance provide up to \$300 – assistance every Monday morning first thing, people can also work with landlords to set up a payment plan.</p>		
Action Steps:	Who is responsible?	Time Line
<p>Credit:</p> <ul style="list-style-type: none"> On track will look into providing certificates to indicate an individual has taken the steps to work in their credit <p>“Bad” Landlords:</p> <ul style="list-style-type: none"> Google Bad Landlord Contact the better business bureau w/specific issues 	<ul style="list-style-type: none"> Jonathan S. will get talk to On Track about this Housing Group Coalition Members 	<p>April, 2009</p> <p>April 2009</p> <p>Ongoing</p>

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Action Group Notes: DISCHARGE/MEDICAL Services Group		
<p>Update: <u>Update on Americorps*VISTA:</u> Amy Sawyer has connected up with the VISTA and will survey the coalition in April to determine what needs the Coalition has. <u>Jail Coordinating & Homeless Providers:</u> A meeting will be held on Thursday, March 12 on the 3rd floor of the Jail from 11:30-12:30 between Jail staff and homeless outreach staff. <u>Mission & Outreach Workers:</u> This is ongoing. Brian will follow up with Barbara Marlowe at the Advisory meeting to make sure the meetings between mission social workers and homeless outreach workers continue.</p>		
<p>Discussion: <u>Protocol:</u> Understanding who is being discharged, and formalizing/discussing the policies of the involved agencies can make a more uniform and better understood discharge process. Mission Hospitals still need to add “housing status” as data element in order to evaluate who is homeless & using their services. The Oasis House is a new program – a transitional house for people leaving Broughton, the goal is to prevent discharge to homelessness. Places people are discharged from: St. Joseph’s Hospital, Mission Hospitals, Jail, Western Highlands/Broughton, Detox – Neil Dobbins, Parkway, ADACT, Copestone, Swain, First at Blue Ridge, Prison <u>Discharge/Housing Hotline:</u> If there was one central place people could call to learn about housing resources in the community, a centralized place for housing questions that has people who are constantly reviewing housing options, then we might have a better handle on what community need is and be better at responding to people’s housing needs. Is this a possible partnership with 2-1-1?</p>		
Action Steps:	Who is responsible?	Time Line
<ul style="list-style-type: none"> • Survey the Coalition to identify how an AmeriCorps worker could support the Coalition’s work. • Talk to Mission Hospital social work director, Barbara Marlowe, to ensure ongoing mission/outreach meetings. • Oasis House didn’t get included in the Point in Time Count – they need to be included. • Discharge Protocol – bring examples of what other communities have done • Invite a representative from the Oasis House to join the Coalition 	<ul style="list-style-type: none"> • Amy Sawyer • Brian Alexander • Amy Sawyer • Amy Sawyer 	<p>April 7, 2009</p> <p>April, 2009</p> <p>April, 2009</p> <p>April 7, 2009</p>

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Attachment A: Details of Point in Time Count Results

TOTALS

Total People Counted in:

	Permanent Housing	Transitional Housing	Unsheltered	Emergency Shelter	Facilities	Total
2008 Paper PIT Tally Sheet	166	130	77	243	62	512
2009 Paper PIT Tally Sheet	231	247	92	179	37	555

Notes: Transitional Housing numbers have increased in part because ABCCM's A Vet's Place is now at full capacity, which was not the case a year ago.

SUBCATEGORIES

Total People Counted In:

	Permanent Housing	Transitional Housing	Unsheltered	Emergency Shelter	Facilities	Total
2008 Chronically Homeless	n/a	n/a	63	88	n/a	155
2009 Chronically Homeless	n/a	n/a	33	82	n/a	115
2009 Children	31	40	0	12	0	52
2009 Families	20	24	0	11	0	35

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Attachment B: HST Summary & Report

For an electronic copy of the report, go to this weblink:

http://www.ncceh.org/attachments/contentmanagers/694/Feb_2009_Housing_Support_Team_Report.pdf



<-- or click this ICON to see a PDF Version

Housing Support Team Funding at Risk

The Housing Support Teams program is a \$2.1 million, 26-month pilot project of the NC Department of Health and Human Services, funded through the state mental health trust fund since 2007.

This program is the first state funding directed towards homelessness. On February 12, 2009, all three communities designated to implement the pilot program were informed that funding will not be renewed. Local community partners are informing elected officials about the program's successes and asking that the project continue to be funded.

Created in 2007, the Housing Support Teams program succeeded in meeting the original goals set forth by the North Carolina mental health transformation: assisting some of the most vulnerable and at-risk clients to move beyond crisis and access permanent housing and community support systems. Client participants have achieved dramatically successful outcomes. As noted above, preliminary reports suggest that federal, state, and locally funded emergency response systems in counties with Housing Support Teams are recognizing a 32% cost savings in Buncombe County.

The Housing Support Teams pilot program serves homeless individuals with severe and persistent mental illness. Until their enrollment in the program, participants heavily utilized public systems such as hospitals, mental health hospitals, jails, prisons and homeless shelters. Under the guidance of the program, participants have reduced their use of these public systems.

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In the two years that the pilot program has existed in Buncombe County, 74 individuals have been housed. The retention rate is 91%, meaning that just 9% of the people who accessed the program were unable to stabilize their housing. People in the program have seen improvements in mental health, a reduction in behaviors related to substance abuse, and an increase in income. Unfortunately, for some participants, disability applications are still pending or underemployment limits access to affordable housing, necessitating support from mainstream housing subsidies through the Housing Authority, where there are waiting lists. Subsequently, 29 adults and 7 children continue to receive funding through the program in order to afford rent. Additionally, the program was funding supportive services that help everyone in the program maintain their housing.

This program has flourished in three North Carolina counties: Buncombe, Durham, and Guilford. Without continued funding the Housing Support Teams program will end on June 30, 2009. The program's end will mean a loss of stability for participants currently enrolled in the program and inhibit the implementation of successful best practices interventions embraced by the Housing Support Teams program. In Buncombe County, the Western Highlands Network is the lead entity, and Homeward Bound has served as the project manager. Partners of the project include the Asheville Housing Authority, Pisgah Legal Services, and numerous mental health providers.

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April 7, 2009

AGENDA ITEMS	DISCUSSION	ACTION	RESPONSIBLE PARTY	TARGET DATE
Welcome and introductions	Brian Alexander, welcomed the members to coalition meeting. Everyone around the table introduced themselves. The coalition roster was completed.	N/A	N/A	N/A
Review and approval of Minutes	The minutes were sent out electronically prior to the meeting. No corrections were identified. By group consensus, the minutes were approved.	Minutes were passed unanimously.	Review and approval of Minutes	N/A
Agency Updates And New Business	<ul style="list-style-type: none"> Home based program through OnTrac is not taking new referrals at this time. For question community staff my contact Jonathan Stansell directly at 828-210-4954. Clinics my call the main number at 828-255-5166 	NA	NA	NA
	<ul style="list-style-type: none"> Joseph Berryhill psychologist with UNCA expressed interest to meet with homeless individuals who would like to share their life story with him and others. His contact number is 251-6832. 	NA	NA	NA
	<ul style="list-style-type: none"> Fran Harvey is the new director of Homeward Bound 	NA	NA	NA
	<ul style="list-style-type: none"> Amy Sawyer reported that First Baptist serves lunches with over 100 guests on the second and fourth Thursday of each month. First is inviting community providers to attend the fourth Thursday meal to interest with their guests. The point of contacts are Everett Clark 667-8078 or Eddie Morgan pastor 252-4781. Two, individuals interested in Crisis Intervention Training staff are seeking training opportunities. Amy Sawyer is the point of contact for further information. 	NA	NA	NA

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April 7, 2009

AGENDA ITEMS	DISCUSSION	ACTION	RESPONSIBLE PARTY	TARGET DATE
Agency Updates And New Business (continued)	<ul style="list-style-type: none"> Brian identified through Moss Bliss the Comfort Socks Program. The web site to request socks is www.comfortsocks.com 	N/A	N/A	N/A
	<ul style="list-style-type: none"> Holly Barham of CHIN presented updates on the HMIS software and reporting. New software should be coming mid May. New data quarterly reporting is scheduled mid April. The housing inventory chart numbers need to match the point in time count. There is scheduled HIMS training at the City Building May 19. For more information contact 877-703-3176 or www.support@nchomeless.org 	N/A	N/A	N/A
	The City of Asheville will receive \$509,000.00 from the Homeless Prevention and Rapid Reentry economic recovery act. Handouts were distributed to the members about his funding. Pre-applications for funding need to be sent to Amy Sawyer by June.	N/A	N/A	N/A
	<p>The group had a brainstorming session on how to improve the coalition. Ideas generated included the following:</p> <ul style="list-style-type: none"> Continue focus group follow through on action plans Community members meeting at participating agencies to gain a better understanding of their services. Periodically have the coalition meetings held at different agencies 	NA	N/A	N/A

Asheville-Buncombe Homeless Coalition
Meeting Minutes
April 7, 2009

AGENDA ITEMS	DISCUSSION	ACTION	RESPONSIBLE PARTY	TARGET DATE
Agency Updates And New Business (continued)	Amy Sawyer explained the purpose and role of the Homeless Initiative Advisory Council as data collection and evaluation, funds management, collaboration with community resources and development of services that address the ten year plan to end homelessness.	NA	NA	NA
Focus Groups Breakout sessions	The Focus Groups Breakout Sessions were not held due to time restraints.	To resume next meeting	N/A	N/A
Next Meeting	DSS, 40 Coxe Ave, Asheville NC: May 5@12:30pm	N/A	N/A	5/5/09 @ 12:30 pm

Asheville-Buncombe Homeless Coalition
Meeting Minutes
May 5, 2009

AGENDA ITEMS	DISCUSSION	ACTION	RESPONSIBLE PARTY	TARGET DATE
Welcome and introductions	Richard Leatherman, welcomed the members to coalition meeting. Everyone around the table introduced themselves.	N/A	N/A	N/A
Review and approval of Minutes	A hard copy of the minutes was provided to meeting participants. Minutes were passed with changes as noted by Moss Bliss.	Minutes were passed unanimously.	N/A	N/A
Old Business	Meeting site locations- the group is interested in holding meetings at agencies in addition to DSS. Any interested agencies should contact Brian Alexander.	Agencies needed to sign up as hosts for upcoming meetings.	Agencies should contact Brian Alexander if interested.	June 2009
Agency Updates And New Business	<ul style="list-style-type: none"> Laura Willis provided information about the Senate's vote on McKinney Vento funds, which will change the definition of Homelessness. (See: www.naeh.org for more info) 	N/A	N/A	N/A
	<ul style="list-style-type: none"> The Asheville Homeless Network has no more funds at this time. 	N/A	N/A	N/A
	<ul style="list-style-type: none"> Homeward Bound's Becky Cope announced that a community performance project is now underway, with Richard Geere from Chicago helping. To learn more, contact Becky Cope at 258-1695 	Invitation to join HB's new project	Anyone in the community	Now through Feb, 2010
	<ul style="list-style-type: none"> The Census is seeking input from agencies and groups that can help ensure that typically underserved populations are accounted for in the upcoming census of 2010. 	Think about ways to ensure people experiencing homelessness can be counted.	Participate in Census planning process , Amy sawyer	Now through 2010
	<ul style="list-style-type: none"> Safety Net may have ID cards for people. A representative from the Safety Net/Health Net group will be invited to the next meeting to discuss details. 	Invite rep. from safety net to next meeting.		June
	<ul style="list-style-type: none"> A TV crew from WLOS observed the meeting and took footage as part of a story about housing. 	N/A	N/A	N/A
Focus Groups Breakout sessions	The Housing and Services groups discussed goals and action steps. Please see below for notes.	N/A	N/A	N/A
Next Meeting	Pisgah Legal Services, Charlotte St. 1	N/A	N/A	6/2@12:30

Asheville-Buncombe Homeless Coalition
Meeting Minutes
May 5, 2009

Action Group Notes: HOUSING GROUP		
<p>Discussion:</p> <p><u>Not accepting new clients:</u> The HomeBase program at On Track is not accepting new clients, neither is the Housing Choice Voucher/Section 8 program.</p> <p><u>Housing Authority</u> does give preferences to individuals who are experiencing chronic homelessness. A referral letter can accompany their application to assist .</p> <p><u>Central List of Resources Needed:</u> There is a need for a centralized list of housing resources, 211 website, Pisgah Legal, Asheville Homeless Network all have postings. Can there be links from the city website? Socialserve.com is another housing resource.</p> <p><u>Community Attitude:</u> Discussed community attitude toward homelessness and how this group can increase positive PR such as positive letters to the paper.</p> <p><u>Possible Host Agencies:</u> ABCCM Steadfast House, Homeward Bound, On Track, VA Hospital, Pisgah Legal, WNCCHS. Other ideas: Police/Sheriff's dept, Mission Hospitals, Church of the Advocate, Housing Authority, A-Hope, Salvation Army</p>		
Action Steps:	Who is responsible?	Time Line
<ul style="list-style-type: none"> • Look into providing information for on resources that includes how many people the program serves so they can be contrasted with HMIS data for availability. Also, include specifics on how to apply. • Email homeless resource list and put up on the city website. • Utilize Coalition listserv to provide updates – encourage everyone to email listserv w/updates • Update housing resource list as a monthly newsletter • Invite a member of the Sheriff's office to Coalition meetings.]The Board of Realtors now has an Asheville Property Management Division . Someone from the Housing Group will be speaking at the next meeting. 	<ul style="list-style-type: none"> • Housing Group • Meridith Hammond will contact Amy Sawyer • Coalition members • Housing Group • Meridith Hammond will invite someone. 	<ul style="list-style-type: none"> • TBA • June • Ongoing • TBA • TBA

Asheville-Buncombe Homeless Coalition
Meeting Minutes
May 5, 2009

Action Group Notes: DISCHARGE/MEDICAL Services Group

Discussion:

Jail/ Prison: Discharge to homelessness. Barriers to obtaining employment and living wages can hinder housing options further. A goal of the discharge group is to have housing staff work with individuals discharging to link with housing, employment, and rehab. To succeed, people need a place to live, a job, and a support system.

- The VA plans to expand incarcerated veterans funding to support staffing.
- Further funding is needed for work placement and training initiatives like HVRP, VWIP, the Employment Security Commission
- Tax initiatives/incentives for employers might encourage them to hire people
- City subsidized bus fare for homeless could allow people to get to and from work
- Employer development through presentations, much like the Landlord Luncheon might help get the word out.

Asheville Buncombe Homeless Coalition
Meeting Minutes
June 2, 2009

Welcome and Introductions: Everyone around the table introduced themselves.

Review and approval of Minutes: A copy of the minutes was sent out through email to the participants. Minutes were passed with changes as noted.

Agency Updates and New Business:

1. Gordon Smith identified web site www.bluenc.com to locate information about proposed mental health funding cuts.
2. Anthony Goodson indicated that the Housing Authority has funding available to assist individuals with security deposit.
3. Amy Sawyer provided participants with homeless initiative information. The website is www.ashevillenc.gov/economicrecovery. There will be a HMIS training offered July 14@9:00am. Contact Amy if interested in attending.
4. Brian Alexander asked those that attended the HUD training last week for input. He indicated that there are a lot of changes coming on the definition of homeless. Members were encouraged to contact him or Amy Sawyer for questions about these changes or comments. Meredith Hammond identified the benefits of using the HMIS system for data tracking and the importance of reflecting the correct number of beds being utilized.
5. Mae Creadick of Pisgah Legal Services host agency of meeting gave overview of her agency. She is one of sixteen attorneys. Mae practices housing law. Some of the services Pisgah offers are as follows:
 - Advocacy for tenants being evicted
 - Homeless prevention through foreclosure representation
 - Helping people obtain subsidized housing when denied by HUD
 - Substandard housing law enforcement
 - SOAR services to expedite SSD claim decisions having positive outcomes
 - Domestic violence services
 - Advocacy to pass housing codes
6. Aaron Henderlight of Buncombe county DSS presented on Safety Net Medicaider. This is a software program that health care community providers are beginning to use to input and track users of their services. This web based application screens users for service eligibility for health care program and food stamps. Hand outs were provided to the groups.
7. Focus Groups will resume held next meeting.

8. The members liked meeting at Pisgah and indicated interest in continuing to have future meetings at other member agency sites. Brian asked to be emailed if interested in hosting a meeting. The following sites are scheduled for up coming meetings:

- Steadfast House 141 Hill Side Road. July 7@12:30.
- Housing Authority 165 South French Broad. August 4@12:30.
- OnTrack 50 South French Broad. September 1@12:30.

Asheville Buncombe Homeless Coalition
Meeting Minutes
July 7, 2009

Welcome and Introductions: Members introduced themselves.

Review and approval of Minutes: A copy of the minutes was sent out through email to the participants. Minutes were passed.

Agency Updates

1. Heather Spencer started at AHOPE as the new director. Her goal is to interact with the community and develop partnerships
2. Carton Battle with Beulah Foundation help first offenders, alcohol and drug addictions, homeless, families and disenfranchised with housing, education and spirituality. They have a new location downtown and are seeking partnerships.
3. Allison Haberfield reported that the next VA Stand Down is scheduled for September 11 at the Stephens Lee Rec. Center. Project Connect will be held the same day at First Baptist Church. The HUD VASH program has been approved for another full time position with 35 vouchers. Anticipated hiring will be in September.
4. Amy Sawyer indicated that the City Manager's office is seeking 150 volunteers to conduct a downtown survey on individuals housing status July 16@6pm-7pm. Interested individual may call her at 259-5831 or apply on line at www.surveymonkey.com/s.aspx?sm=z0nkTboAuDPPKIWZxv3lhA

ABCCM Steadfast House (Meredith Hammond) Director

Meredith provided overview of programs services that include the following:

- Shelter care offering 35 beds for 6-12 months length of stay (7 mother and children rooms)
- Budgeting and savings planning
- Employment skill development
- Life skills
- Vocational education planning
- Disability application assistance as needed
- Housing placement
- Volunteer opportunities

Continuum of Care (COC) Application Information

Robin Merrell of Pisgah Legal Aid provided hand out and discussed the COC grant. Currently, AHOPE, Interlace, Shelter Plus Care and Bridge to Recovery programs have received 2008 funding totaling \$878,592.00. It is anticipated that the coalition will rank in October programs applying for 2009 funding using the HUD formula. Robin review what HUD requires in the application.

HPRP//HMIS

Amy Sawyer discussed HPRP funding and the HMIS system. HMIS tracks clients being served and improves system communication. Occupancy rate accuracy is consider important by HUD to track inventory and bed utilization. HMIS training is being offered July 14. If interested contact Holly Barham at 989-8810 or Help Desk at (877) 703-3176.

HPRP grant is 509k. Pre application copy has been e-mailed to coalition The is a meeting at the Public Works building July 8 to discuss pre-application and prepare for completing application coming July 24.

New Business

1. Frank Walters of Homeward Bound offered information from the Homeless Conference he attending in Washington DC.
2. Scott Rogers of ABCCM indicated that day services are offered at the 24 Cumberland Office that includes lunch and resource information to homeless individuals and families.

Next Meeting:

August 4 at the Asheville Housing Authority conference room 165 South French Broad. Directions will be provided via email.

Asheville Buncombe Homeless Coalition
Meeting Minutes
August 4, 2009

Welcome and Introductions: Members introduced themselves. Homeless Initiative Advisory Committee participated

Review and approval of Minutes: A copy of the minutes was sent out through email to members. Minutes were passed.

The Asheville Housing Authority hosted meeting. David Nash presented information to coalition about the Housing Authority that included the following:

- 1500 Housing units are provided
- Preference is offered to survivors of domestic violence
- The board approved a 50k budget for a peer counseling position to be offered to a formerly homeless individual. Interviewing applicants target is for September.
- Housing Choice program is currently full.
- There is funding available to assist current voucher holders with security deposit.

Homeless Prevention and Rapid Re-Housing Grant (HPRP) Angela Pittman presented power point about grant and proposed model in application.

- 18 million available for 100 NC counties for a three year period
- Buncombe county agencies have met and identified five lead agencies called contract agencies and partner agencies that would act as referrers. The five contact agencies are OnTrack, ABCCM, Pisgah Legal, Eblen/Kimmel and 211.
- One million will be requested in grant application. 600k ear marked to provide financial assistance eg. Rental, utility. 380k case management eg. Locating housing and providing supportive follow up services. 20k Data collection
- Target funding start date is October.
- The members voted in support of the plan and application moving forward 15 in favor, 0 apposed.

Agency Updates:

1. Moss Bliss indicated that the Asheville Homeless Network is partnering with Anything Green Online (AGO) to address the hunger problem in

Asheville. The plan is to sell produce with a portion of the produce going to local food banks. For more information contact

www.anythinggreenonline.com or www.ashevillehomeless.com

2. Amy Sawyer identified the upcoming Project Connect to be held at the First Baptist Church on September 11 from 8-2:00 and Stand Down for homeless veterans being held at the Stephens Lee Recreational Center September 11 from 9-Noon. Food, clothing and other social services will be offered at both outreach events.
3. Amy distributed handouts about the North Carolina Coalition to End Homelessness membership application. Their website is www.ncceh.org
4. Lance Edwards identified the Homeless Initiative Advisory Committees roles that include providing data from HMIS, HPRP process and recommendation, 10 Year plan feedback to the City Council. Meetings are open to the public.

Next meeting: September 1 @ 12:30 to be held at United Way 50 South French Broad Street.

Homeless Coalition

Mission and Vision Worksheet

Commitments

1. Continuum of Care Process
2. Service Arm of the Homeless Initiative Advisory Board and the 10-Year Plan
3. Point-In-Time Process each January

Things that we do as the Coalition

1. Advocacy
2. Service Agency Networking
3. Education for the Coalition and Community
4. Dialogue on substantive issues surrounding homelessness
5. Involvement in community projects – i.e. Project CONNECT, Homeless Person's Memorial Day, HMIS
6. HMIS and data collection

Mission Statement:

A mission statement briefly explains the purpose of the group or organization. Usually no more than a sentence, this statement should specifically define the goal of the coalition and provide us direction and guidance. This statement gives others unfamiliar with our group a chance to understand what we do.

Vision Statement (s):

A vision statement or statements picture the future of the Coalition. Where do we want to go and how do we see where we will be in five years? This statement or statements should define for us what we want for our group to strive for the homeless over the next few years. This is a place to dream big of how we can let our passion guide us for the betterment of the community we serve.

What needs to be in the Homeless Coalition mission?

Mission Statement:

What do you envision the Homeless Coalition working for over the next five years?

Asheville-Buncombe Homeless Coalition
Meeting Minutes: December 1, 2009

Welcome: Richard Leatherman welcomed the group.

11/09 Minutes approved with no changes.

ABCCM's Veterans' Restoration Quarters:

Michael Reich, director, presented an overview of programs. VRQ serves 148 veterans through their relationship with the VA, and their programming includes 45 permanent supportive housing beds, 6 civilian beds, 20 emergency shelter beds, and 7 intake beds. Since moving from the Coxe Avenue shelter to their current location, they've been able to grow from serving 70 people to 220 people.

Spare Change for Real Change:

Adrian Vassallo, treasurer for the Asheville Downtown Association, presented the ADA Foundation's initiative to discourage panhandling downtown by encouraging donations to Spare Change for Real Change boxes instead; those donations are then matched by downtown businesses, and that money is distributed in grants. Last year, a total of \$10,000 was awarded in grants to Western Carolina Rescue Ministries, Homeward Bound, and Salvation Army. The program now has new promotional materials and new information on their website (www.ashevilledowntown.org, under the About Us section) and is currently recruiting new matching sponsors in hopes of awarding more grant money this year. 100% of funds raised are distributed to agencies with a focus on programs that move individuals out of homelessness. The grant application will be available online by the end of the year, and grants (which are unrestricted) will be awarded in January.

Agency Updates:

- *Detention Bureau:* The jail has a capacity of 524 and currently has about 450 people incarcerated, with an average stay of 9.2 days. Major Glen Matayabas is beginning to attend Coalition meetings to hear more about what's going on in the homeless community and what they can do to help.
- *Continuum of Care:* Robin Merrell and Amy Sawyer submitted our CoC application last week for \$945,724 to fund 6 projects; thank you for your responsiveness and participation, allowing them to complete the application.
- *Western Carolina Rescue Ministries:* Micheal Woods has been named the Interim Executive Director and is looking forward to building better relationships with other service providers. WCRM is still in the capital campaign and plans to offer more employment training and education in the new facility.
- *Homeward Bound:* A HOPE now has a full-time, in-house licensed substance abuse counselor, John Sanders, who is a graduate of FIRST at Blue Ridge. He's making new connections to get clients in programs and not just in crisis response. A HOPE's hours are 7 am to 4 pm, Monday through Friday, and 7 am to 12 pm weekends.

Annual Homeless Assessment Report (AHAR): See Attachment A on p.3 of this document.

Point-in-Time Count: Amy Sawyer distributed the Participation Agreement and requested that agencies return it to her by December 18 to clarify whether or not they'll be participating in the upcoming Point-in-Time Count and how many volunteers they'll need to conduct the count. The

Agreement requests contact information for the point person at each agency who will coordinate the agency's participation in the count. Participating agencies are requested to send a representative to the training on January 14, 2010 at 12 pm at the Asheville Housing Authority; the count will take place on January 27, 2010. Amy will email all related documents once she receives confirmation from HUD.

Homeless Coalition website: Emily Ball discussed some common themes found on websites for other cities' coalitions and asked for a committee to be formed to work on website development for this Coalition. Brian Alexander, Meredith Hammond, Moss Bliss, and Stan Vincent volunteered to serve on the committee, which Emily will coordinate.

Mission: The following mission statement was developed via a group e-mail following the meeting: *To prevent and reduce homelessness in the City of Asheville and Buncombe County by coordinating efforts of community partners to provide resources and support to homeless persons.*

Vision: A Vision was not agreed upon, but the recommendation was made to work on it individually and come to a consensus via email or at the next meeting.

Next Meeting:

January 5, 2010 at 12:30 p.m. at Western Carolina Rescue Ministries.

Attachment A: What is the AHAR?

The AHAR, or Annual Homeless Assessment Report, is a report to the U.S. Congress on the extent and nature of homelessness in America.

The report is prepared by the Department of Housing and Urban Development (HUD) and provides nationwide estimates of homelessness, including information about the demographic characteristics of homeless persons, service use patterns, and the capacity to house homeless persons.

The report is based primarily on Homeless Management Information Systems (HMIS) data about persons who experience homelessness during a 12-month period.

The AHAR is designed to:

- Develop an estimate of the number of homeless persons nationwide;
- Create a descriptive profile of homeless persons;
- Understand service use patterns; and,
- Estimate the nation's capacity to house homeless persons.

The AHAR is based on an unduplicated count of homeless persons within each community, and focuses on persons who use emergency shelters or transitional housing programs. Thus, the AHAR does not account for homeless persons who:

- did not have their data entered into HMIS by homeless agencies,
- who only use a supportive service program,
- who are formerly homeless and living in permanent supportive housing;
- or who are service resistant and do not access any type of homeless service program during the study period.

To learn more about the 2009 AHAR:

<http://ahar.hmis.info/>

To see a copy of the 2008 AHAR:

<http://www.hudhre.info/documents/4thHomelessAssessmentReport.pdf>

Participating Agencies w/HMIS data:

	Emergency Shelter (Individual)	Emergency Shelter (Family)	Transitional Shelter (Individual)
ABCCM Veterans' Restoration Quarters	X		x
ABCCM Steadfast House	X	x	
Homeward Bound Room at the Inn	X		
Homeward Bound SafeHaven	X		
Salvation Army Center of Hope	X	X	

Deadlines:

All Sheltered Persons

Deadline for Draft Data December 15, 2009

Deadline for Final Data January 29, 2010

Veterans Only

Deadline for Draft Data March 1, 2010

Deadline for Final Data April 1, 2010

Person Entering Data on behalf of CoC:

Amy Sawyer.
Homeless Initiative Coordinator
828.259.5851
asawyer@ashevillenc.gov

The chart below is an *example* of data being collected through the AHAR:

	ES, Individual	ES, Family
Unduplicated Number of Persons	1078	140
Year-Round Bed Capacity for agencies using HMIS	114	52
Number of beds at providers not participating in HMIS	54	25
Male	238	38
Female	837	45
Missing gender info:	2	0
Under 1 year old	2	9
1-5 years old	0	41
6-12 years old	0	25
13-17 years old	0	8
18-30 years old	167	28
31-50 years old	570	25
51-61 years old	310	2
62 or older	28	1
Missing age info:	1	1
Veterans (adult only)	407	3
Not a veteran (adult only)	658	53
Missing Veteran status:	76	0
Before program entry...		
Emergency Shelter	199	15
Trnasitional Housing	293	6
Permenant, Supportive Housing	2	0
Psychiatric Facility	10	0
Substance Abuse Treatment Center/Detox	49	1
Hospital	22	0
Jail, Prision, Juvenile Detention	45	0
Rented Housing Unit	52	3
Owned Housing Unit	43	2
Staying with Family	70	16
Staying With Friends	85	6
Hotel/Motel (no voucher)	18	3
Foster Care Home	117	0
Place not meant for human habidtation	1	3
Other Living Arrangement	6	0
Missing Housing Status Info:	66	1